Community and Culture

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	Low	Medium	FCR Total
Community and Culture	94	6	100
	25	4	29
Customer Company Total	94	6	100
	25	4	29

Community and Culture

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents Bottom Number - Missed Inital Response

Customer Company	Low	Medium	MIR Total		
Community and Culture	94	6	100		
	8	0	8		
Customer Company Total	94	6	100		
	8	0	8		

Community and Culture

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Low	Medium	ATTIR Total
Community and Culture	94	6	100
	0.73	0.03	0.68
Customer Company Total	94	6	100
	0.73	0.03	0.68

Community and Culture

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	Low	Medium	MR Total					
Community and Culture	94	6	100					
	14	0	14					
Customer Company Total	94	6	100					
	14	0	14					

Community and Culture

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards. Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents
Bottom Number - Average time in hours

Customer Company	Low	Medium	ATTR Total
Community and Culture	94	6	100
	3.62	0.07	3.41
Customer Company Total	94	6	100
	3.62	0.07	3.41

Community and Culture

Detail

Metro B Desktop Support	Metro B Desktop	Sharon Odekirk	Application	Error		None		TIR Missed: No	TIR:	
Metro B Desktop Support		Support		Community and Culture	Low		Closed	TTR Missed: No	TTR:	1.75
Name	INC000000178968	Cory Jensen	PC/Laptop	Hardware		None		TIR Missed: No	TIR:	6.13
Metro B Desktop Support Cindy Reed Community and Culture Low Closed TTR Missed: Yes TTR: 30.72	Metro B Desktop	Support		Community and Culture	Low		Closed	TTR Missed: Yes	TTR:	6.13
None None	INC00000180620	Craig R Miller	PC/Laptop	Hardware		None		TIR Missed: No	TIR:	30.72
Metro B Desktop Support Cindy Reed Community and Culture Low Closed TTR Missed: Yes TTR: 16.36	Metro B Desktop	Support	Cindy Reed	Community and Culture	Low		Closed	TTR Missed: Yes		30.72
NC000000182630 Michael Johnson Application Error None TIR Missed: No TIR: 4.35	INC000000182008	Jean Irwin	Application	None		None		TIR Missed: No	TIR:	16.36
Metro A Desktop Support Burton Brown Community and Culture Low Closed TTR Missed: No TTR: 4.35	Metro B Desktop	Support	Cindy Reed	Community and Culture	Low				TTR:	16.36
NC000000182745 Sarah Pitkin PC/Laptop Performance None TIR Missed: No TIR: 3.45	INC000000182630	Michael Johnson	Application	Error		None		TIR Missed: No	TIR:	4.35
Metro B Desktop SupportMichael BarthCommunity and CultureLowClosedTTR Missed: NoTTR:3.45INC000000182984Sharon ChalmersPC/LaptopNoneNoneTIR Missed: NoTIR:3.77Metro B Desktop SupportMichael BarthCommunity and CultureLowClosedTTR Missed: NoTTR:3.77INC000000183498Ronald RoodNetworkPasswordNovell Client for 32-bit WindowsTIR Missed: NoTTR:0.00Help DeskDan BarrettCommunity and CultureLowClosedTTR Missed: NoTTR:0.00INC000000183753Sandra AndrusApplicationNoneBudget PreparationTIR Missed: NoTTR:116.77INC000000184033Cristine RheadApplicationErrorInternet ExplorerTIR Missed: YesTTR:116.77INC00000184099Kathy KirtzNoneNoneNoneClosedTTR Missed: NoTTR:0.02INC00000184166Donna MorrisApplicationPasswordPGPTIR Missed: NoTTR:0.07INC000000184221Amy BridanApplicationPasswordPGPTIR Missed: NoTTR:0.00INC000000185637Erik CarlsonPC/LaptopPasswordNoneClosedTTR Missed: NoTTR:0.00INC000000185637Erik CarlsonPC/LaptopPasswordNoneClosedTTR Missed: NoTTR:0.00INC000000185637Erik CarlsonPC/LaptopPasswordNone <t< td=""><td>Metro A Desktop</td><td>Support</td><td>Burton Brown</td><td>Community and Culture</td><td>Low</td><td></td><td></td><td></td><td></td><td>4.35</td></t<>	Metro A Desktop	Support	Burton Brown	Community and Culture	Low					4.35
NC00000182984 Sharon Chalmers PC/Laptop None None Closed TIR Missed: No TIR: 3.77	INC000000182745	Sarah Pitkin	PC/Laptop	Performance		None		TIR Missed: No	TIR:	3.45
Metro B Desktop Support Michael Barth Community and Culture Low Closed TTR Missed: No TTR: 0.00 Help Desk Dan Barrett Community and Culture Low Closed TTR Missed: No TTR: 0.00 INC00000183753 Sandra Andrus Application None Budget Preparation TIR Missed: No TTR: 116.77 INC00000184093 Cristine Rhead Application Error Internet Explorer TIR Missed: No TTR: 0.02 Metro A Desktop Support Burton Brown Community and Culture Low Closed TTR Missed: No TTR: 0.02 INC000000184099 Kathy Kirtz None None None None TIR Missed: No TTR: 0.057 Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed: No TTR: 0.57 INC000000184166 Donna Morris Application Password PGP TIR Missed: No TTR: 0.05 Help Desk Vicky Marrelli Community and Culture Low Closed TTR Missed: No TTR: 0.05 INC000000184221 Amy Bridan Application Password None None TIR Missed: No TTR: 0.00 INC000000185637 Erik Carlson PC/Laptop Password None TIR Missed: No TTR: 0.00 Metro A Desktop Support Burton Brown Community and Culture Low Closed TTR Missed: No TTR: 0.00 INC000000185637 Erik Carlson PC/Laptop Password None TIR Missed: No TTR: 0.00 Community and Culture Low Closed TTR Missed: No TTR: 0.00 INC000000185637 Erik Carlson PC/Laptop Password None TIR Missed: No TTR: 0.00 INC000000185637 Erik Carlson PC/Laptop Password None TIR Missed: No TTR: 0.00	Metro B Desktop	Support	Michael Barth	Community and Culture	Low		Closed	TTR Missed: No		_
INCO00000183498 Ronald Rood Network Password Novell Client for 32-bit Windows TIR Missed: No TIR: 0.00	INC000000182984	Sharon Chalmers	PC/Laptop	None		None		TIR Missed: No	TIR:	3.77
Help Desk Dan Barrett Community and Culture Low Closed TTR Missed: No TTR: 0.00 INC000000183753 Sandra Andrus Application None Budget Preparation TIR Missed: No TIR: 116.77 Project Management John Angus Community and Culture Low Closed TTR Missed: Yes TTR: 116.77 INC000000184033 Cristine Rhead Application Error Internet Explorer TIR Missed: No TIR: 0.02 Metro A Desktop Support Burton Brown Community and Culture Low Closed TTR Missed: No TIR: 0.02 INC000000184099 Kathy Kirtz None None None None TIR Missed: No TIR: 0.57 Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed: No TIR: 0.57 INC000000184166 Donna Morris Application Password PGP TIR Missed: No TIR: 0.00 Help Desk Vicky Marrelli Community and Culture Low Closed TTR Missed: No TIR: 0.00 INC000000184221 Amy Bridan Application None None Novell GroupWise TIR Missed: No TIR: 0.00 INC000000185637 Erik Carlson PC/Laptop Password None TIR Missed: No TIR: 0.00 INC000000185637 Erik Carlson PC/Laptop Password None TIR Missed: No TIR: 0.00 INC000000185637 Erik Carlson PC/Laptop Password None TIR Missed: No TIR: 0.00 INC000000185637 Erik Carlson Burton Brown Community and Culture Low Closed TTR Missed: No TIR: 0.00 INC000000185637 Erik Carlson PC/Laptop Password None TIR Missed: No TIR: 0.00 INC000000185637 Erik Carlson PC/Laptop Password None TIR Missed: No TIR: 0.00	Metro B Desktop	Support	Michael Barth	Community and Culture	Low					_
INCO00000183753 Sandra Andrus Application None Budget Preparation TIR Missed: No TIR: 116.77	INC00000183498	Ronald Rood	Network	Password		Novell Client for 32	-bit Windows	TIR Missed: No	TIR:	0.00
Project Management John Angus Community and Culture Low Closed TTR Missed: Yes TTR: 116.77 INC000000184033 Cristine Rhead Application Error Internet Explorer TIR Missed: No TIR: 0.02 Metro A Desktop Support Burton Brown Community and Culture Low Closed TTR Missed: No TIR: 0.57 Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed: No TIR: 0.57 INC000000184166 Donna Morris Application Password PGP TIR Missed: No TIR: 0.00 Help Desk Vicky Marrelli Community and Culture Low Closed TTR Missed: No TIR: 0.00 INC000000184221 Amy Bridan Application None Novell GroupWise TIR Missed: No TIR: 0.00 Help Desk Eileen Dubach Community and Culture Low Closed TTR Missed: No TIR: 0.00 INC000000185637 Erik Carlson PC/Laptop Password None TIR Missed: No TIR: 0.00 Metro A Desktop Support Burton Brown Community and Culture Low Closed TTR Missed: No TIR: 0.00 Metro A Desktop Support Burton Brown Community and Culture Low Closed TTR Missed: No TIR: 0.00	Help Desk		Dan Barrett	Community and Culture	Low					0.00
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INC000000184099Kathy KirtzNoneNoneNoneNoneTIR Missed: NoTIR:0.57Metro B Help DeskRon LeBaronCommunity and CultureLowClosedTTR Missed: NoTTR:0.57INC000000184166Donna MorrisApplicationPasswordPGPTIR Missed: NoTIR:0.00Help DeskVicky MarrelliCommunity and CultureLowClosedTTR Missed: NoTTR:0.00INC000000184221Amy BridanApplicationNoneNovell GroupWiseTIR Missed: NoTIR:0.00Help DeskEileen DubachCommunity and CultureLowClosedTTR Missed: NoTTR:0.00INC000000185637Erik CarlsonPC/LaptopPasswordNoneTIR Missed: NoTIR:0.02Metro A Desktop SupportBurton BrownCommunity and CultureLowClosedTTR Missed: NoTTR:0.02	INC00000184033	Cristine Rhead	Application	Error		Internet Explorer		TIR Missed: No	TIR:	0.02
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Help Desk Vicky Marrelli Community and Culture Low Closed TTR Missed: No TTR: 0.00 INC000000184221 Amy Bridan Application None Novell GroupWise TIR Missed: No TTR: 0.00 Help Desk Eileen Dubach Community and Culture Low Closed TTR Missed: No TTR: 0.00 INC00000185637 Erik Carlson PC/Laptop Password None TIR Missed: No TTR: 0.02 Metro A Desktop Support Burton Brown Community and Culture Low Closed TTR Missed: No TTR: 0.02	Metro B Help De	esk	Ron LeBaron	0 " 10 "						
INC000000184221Amy BridanApplicationNoneNovell GroupWiseTIR Missed: NoTIR:0.00Help DeskEileen DubachCommunity and CultureLowClosedTTR Missed: NoTTR:0.00INC000000185637Erik CarlsonPC/LaptopPasswordNoneTIR Missed: NoTIR:0.02Metro A Desktop SupportBurton BrownCommunity and CultureLowClosedTTR Missed: NoTTR:0.02	Motor B Holp Be		TON LOBOTON	Community and Culture	Low					
Help Desk Eileen Dubach Community and Culture Low Closed TTR Missed: No TTR: 0.00 INC000000185637 Erik Carlson PC/Laptop Password None TIR Missed: No TIR: 0.02 Metro A Desktop Support Burton Brown Community and Culture Low Closed TTR Missed: No TTR: 0.02		Donna Morris			Low					
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Metro A Desktop Support Burton Brown Community and Culture Low Closed TTR Missed: No TTR: 0.02	INC000000184166 Help Desk		Application Vicky Marrelli	Password Community and Culture		PGP		TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
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	INC000000184166 Help Desk INC000000184221 Help Desk	Amy Bridan	Application Vicky Marrelli Application Eileen Dubach	Password Community and Culture None Community and Culture	Low	PGP Novell GroupWise	Closed	TIR Missed: No TTR Missed: No TIR Missed: No TTR Missed: No	TIR: TTR: TIR: TTR:	0.00 0.00 0.00 0.00
INC000000185796 Jean Irwin PC/Laptop Hardware None TIR Missed: No TIR: 11.91	INC000000184166	Amy Bridan Erik Carlson	Application Vicky Marrelli Application Eileen Dubach PC/Laptop	Password Community and Culture None Community and Culture Password	Low	PGP Novell GroupWise None	Closed Closed Closed	TIR Missed: No TTR Missed: No TIR Missed: No TTR Missed: No TIR Missed: No TTR Missed: No TTR Missed: No	TIR: TTR: TIR: TTR: TTR: TTR: TTR:	0.00 0.00 0.00 0.00 0.02 0.02
Metro B Desktop Support Cindy Reed Community and Culture Low Closed TTR Missed: Yes TTR: 11.91	INC000000184166	Amy Bridan Erik Carlson Support	Application Vicky Marrelli Application Eileen Dubach PC/Laptop Burton Brown	Password Community and Culture None Community and Culture Password Community and Culture	Low	PGP Novell GroupWise None	Closed Closed Closed	TIR Missed: No TTR Missed: No TIR Missed: No TTR Missed: No TIR Missed: No	TIR: TTR: TIR: TTR: TTR: TTR:	0.00 0.00 0.00 0.00 0.00 0.02
INC000000185837 Kristen Rogers PC/Laptop Hardware None TIR Missed: No TIR: 11.10	INC000000184166	Amy Bridan Erik Carlson Support Jean Irwin	Application Vicky Marrelli Application Eileen Dubach PC/Laptop Burton Brown PC/Laptop	Password Community and Culture None Community and Culture Password Community and Culture Hardware	Low Low	PGP Novell GroupWise None None	Closed Closed Closed Closed	TIR Missed: No TTR Missed: No TIR Missed: No TTR Missed: No TIR Missed: No TTR Missed: Yes	TIR: TTR: TIR: TTR: TIR: TIR: TTR: TTR:	0.00 0.00 0.00 0.00 0.02 0.02 11.91 11.91
Metro B Desktop Support Cindy Reed Community and Culture Low Closed TTR Missed: Yes TTR: 11.10	INC000000184166	Amy Bridan Erik Carlson Support Jean Irwin Support	Application Vicky Marrelli Application Eileen Dubach PC/Laptop Burton Brown PC/Laptop Cindy Reed	Password Community and Culture None Community and Culture Password Community and Culture Hardware Community and Culture	Low Low	PGP Novell GroupWise None None	Closed Closed Closed Closed	TIR Missed: No TTR Missed: No TIR Missed: No TTR Missed: No TIR Missed: No TTR Missed: No TTR Missed: No TTR Missed: No	TIR: TTR: TIR: TTR: TTR: TIR: TIR: TTR:	0.00 0.00 0.00 0.00 0.02 0.02 11.91
INC000000186338 Shelli Goble Network Password Novell Client for 32-bit Windows TIR Missed: No TIR: 0.00	INC000000184166	Amy Bridan Erik Carlson Support Jean Irwin Support Kristen Rogers	Application Vicky Marrelli Application Eileen Dubach PC/Laptop Burton Brown PC/Laptop Cindy Reed PC/Laptop	Password Community and Culture None Community and Culture Password Community and Culture Hardware Community and Culture Hardware Hardware	Low Low Low	PGP Novell GroupWise None None None	Closed Closed Closed Closed Closed	TIR Missed: No TTR Missed: No TIR Missed: Yes TIR Missed: Yes	TIR: TTR: TIR: TTR: TIR: TIR: TTR: TTR:	0.00 0.00 0.00 0.00 0.02 0.02 11.91 11.91 11.10
Metro B Help Desk Sandy Kaszowski Community and Culture Low Closed TTR Missed: No TTR: 0.00	INC000000184166	Amy Bridan Erik Carlson Support Jean Irwin Support Kristen Rogers Support	Application Vicky Marrelli Application Eileen Dubach PC/Laptop Burton Brown PC/Laptop Cindy Reed PC/Laptop Cindy Reed	Password Community and Culture None Community and Culture Password Community and Culture Hardware Community and Culture Hardware Community and Culture	Low Low Low	PGP Novell GroupWise None None None	Closed Closed Closed Closed Closed	TIR Missed: No TTR Missed: No TIR Missed: Yes TIR Missed: Yes	TIR: TTR: TIR: TTR: TIR: TIR: TTR: TTR:	0.00 0.00 0.00 0.00 0.02 0.02 11.91 11.91 11.10

NC00000186405 Jean Irwin Application Password PGP TIR Missed Metro B Desktop Support Cindy Reed Community and Culture Low None TIR Missed TIR Missed None None TIR Missed None N	d: No TI	
INCO0000186509 Jean Irwin PC/Laptop None Closed TTR Missed Metro 8 Desktop Support Cindy Reed Community and Culture Low Closed TTR Missed INCO0000186727 Kathy Kirtz Application None BlueZone TIR Missed TTR Missed INCO0000186764 Susan Hayward PC/Laptop Hardware None TIR Missed Metro A Desktop Support Burton Brown Community and Culture Low Closed TTR Missed Metro A Desktop Support Burton Brown Community and Culture Low Closed TTR Missed Metro A Desktop Support Burton Brown Community and Culture Low Closed TTR Missed Metro A Desktop Support Burton Brown Community and Culture Low Closed TTR Missed Metro A Desktop Support Burton Brown Community and Culture Low Closed TTR Missed Metro A Desktop Support Doug Chaston Community and Culture Low Closed TTR Missed Metro A Desktop Support Doug Chaston Community and Culture Low Closed TTR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed None None TIR Missed None None None TIR Missed None None None None TIR Missed None		TIR: 4.63
Metro B Desktop Support Cindy Reed Community and Culture Low Closed TTR Misseet INC00000186727 Kathy Kirtz Application None BlueZone TIR Misseet	ed: No TT	TTR: 4.63
INC00000186727 Kathy Kirtz	d: No TI	TIR: 3.69
Help Desk Eileen Dubach Community and Culture Low Closed TTR Missed Metro A Desktop Support Burton Brown Community and Culture Low Closed TTR Missed INC000000186756 Susan Hayward Application Error Novell Messenger TIR Missed Metro A Desktop Support Burton Brown Community and Culture Low Closed TTR Missed INC000000187134 Faun Jackson PC/Laptop Hardware None TIR Missed Rural South Desktop Support Doug Chaston Community and Culture Low Closed TTR Missed INC000000187178 Dennis Elsbury None None None TIR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed INC000000187223 Jim Ericksen None None None TIR Missed INC000000187223 Jim Ericksen None None None TIR Missed INC000000187269 Lynette Lloyd None None None None TIR Missed INC000000187578 Leah Garrett Application Password None None TIR Missed INC000000187578 Leah Garrett Application Password None None TIR Missed Metro B Help Desk Janet Hongsyvilay Community and Culture Low Closed TTR Missed INC000000187578 Serial Serial Application Password None None TIR Missed INC000000187578 Serial Serial Application Password None None TIR Missed INC000000187578 Serial Serial Application Password None None TIR Missed INC000000187578 Serial Serial Application Password None None TIR Missed INC000000187578 Serial Serial Application None None None TIR Missed INC000000187578 Serial Serial Application None None None TIR Missed INC00000187578 Serial Serial Relation None None None TIR Missed INC00000187578 Serial Serial Relation None None None TIR Missed INC00000187584 Clayton Fulton Application None None None TIR Missed INC000000187955 Cheryl Brown None None None None TIR Missed INC000000187942 Glenna Matekel None Community and Culture Low Closed TTR Missed INC000000187942 Glenna Matekel None Community and Culture Low Closed TTR Missed INC00000187942 Glenna Matekel None Community and Culture Low Closed TTR Missed INC00000187942 Glenna Matekel None Community and Culture Low Closed TTR Missed INC00000187942 Glenna Matekel None Community and Culture Low Closed T		TTR: 3.69
NC000000186764 Susan Hayward PC/Laptop Hardware Low Closed TTR Missed Metro A Desktop Support Burton Brown Community and Culture Low Novell Messenger Til Missed Metro A Desktop Support Burton Brown Community and Culture Low Closed TTR Missed NC000000187134 Faun Jackson PC/Laptop Hardware None TIR Missed None TIR Missed None None TIR Missed None	d: No TI	TIR: 0.16
Metro A Desktop SupportBurton BrownCommunity and CultureLowClosedTTR MissedINC000000186856Susan HaywardApplicationErrorNovell MessengerTIR MissedMetro A Desktop SupportBurton BrownCommunity and CultureLowClosedTTR MissedINC00000187134Faun JacksonPC/LaptopHardwareNoneNoneTIR MissedRural South Desktop SupportDoug ChastonCommunity and CultureLowClosedTTR MissedINC000000187178Dennis ElsburyNoneNoneNoneNoneTIR MissedMetro B Help DeskRon LeBaronCommunity and CultureLowClosedTTR MissedINC000000187223Jim EricksenNoneNoneNoneNoneTIR MissedRural South Desktop SupportJulie ChristensenCommunity and CultureLowClosedTTR MissedINC000000187269Lynette LloydNoneNoneNoneNoneTIR MissedINC000000187578Leah GarrettApplicationPasswordNovell MessengerTIR MissedMetro B Help DeskJanet HongsyvilayCommunity and CultureLowClosedTTR MissedINC000000187864Clayton FultonApplicationNoneNoneNoneTIR MissedINC000000187935Cheryl BrownNoneNoneNoneNoneTIR MissedINC000000187942Glenna MatekelNoneCommunity and CultureLowClosedTTR MissedINC00000018794		TTR: 0.16
INC00000186856 Susan Hayward Application Error Novell Messenger TIR Misser Metro A Desktop Support Burton Brown Community and Culture Low Closed TTR Misser INC000000187134 Faun Jackson PC/Laptop Hardware None TIR Misser INC000000187178 Dennis Elsbury None None None TIR Misser INC00000187178 Dennis Elsbury None None None None TIR Misser INC00000187178 Dennis Elsbury None None None None TIR Misser INC00000187223 Jim Ericksen None None None None TIR Misser INC000000187269 Lynette Lloyd None None None None TIR Misser INC00000187578 Leah Garrett Application Password Metro B Help Desk Janet Hongsyvilay Community and Culture Low Closed TTR Misser INC00000187578 Leah Garrett Application Password None None TIR Misser INC000000187781 Sherman Roquiero None None None None TIR Misser INC000000187864 Clayton Fulton Application Application None None None TIR Misser INC000000187984 Chayton Fulton Application Application None None BlackBerry TIR Misser INC000000187935 Cheryl Brown None None None None TIR Misser INC000000187942 Glenna Matekel None None None TIR Misser ITR Misser IT	d: No TI	TIR: 0.69
Metro A Desktop Support Burton Brown Community and Culture Low Closed TTR Missed INC000000187134 Faun Jackson PC/Laptop Hardware None TIR Missed TTR Missed TTR Missed INC000000187178 Dennis Elsbury None None None TIR Missed INC000000187178 Dennis Elsbury None None None TIR Missed INC000000187223 Jim Ericksen None None None TIR Missed INC000000187223 Jim Ericksen None None None TIR Missed INC000000187223 Jim Ericksen None None None TIR Missed INC000000187269 Lynette Lloyd None None None None TIR Missed INC000000187269 Lynette Lloyd None None None None TIR Missed INC000000187578 Leah Garrett Application Password Novell Messenger TIR Missed INC000000187578 Leah Garrett Application Password Novell Messenger TIR Missed INC000000187781 Sherman Roquiero None None None TIR Missed INC000000187781 Sherman Roquiero None None None TIR Missed INC00000018764 Clayton Fulton Application Application None BlackBerry TIR Missed INC000000187894 Clayton Fulton Application None None None TIR Missed INC000000187935 Cheryl Brown None None None None TIR Missed INC000000187942 Glenna Matekel None None None None TIR Missed INC000000187942 Glenna Matekel None None None None ITR Missed INC000000187942 Glenna Matekel None None None ITR Missed INC000000187942 Glenna Matekel None None None TIR Missed INC000000187942 Glenna Matekel None None None None ITR Missed INC000000187942 Glenna Matekel None None None None ITR Missed INC000000187942 Glenna Matekel None None None None ITR Missed INC000000187942 Glenna Matekel None None None ITR Missed ITR		TTR: 0.69
NC00000187134 Faun Jackson PC/Laptop Hardware None TIR Missed	d: No TI	TIR: 0.41
Rural South Desktop Support Doug Chaston Community and Culture Low Closed TTR Missed Note Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed Note Rural South Desktop Support Julie Christensen Community and Culture Low Closed TTR Missed Note Rural South Desktop Support Julie Christensen Community and Culture Low Closed TTR Missed Note Note Note TIR Missed Note Note Note TIR Missed Note Note Note Note Note Note Note TIR Missed Note Note Note Note Note Note Note Note	ed: No TT	TTR: 0.41
NC000000187178 Dennis Elsbury None None None None TIR Missed	d: No TI	TIR: 0.00
Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed INC000000187223 Jim Ericksen None None None None TIR Missed Rural South Desktop Support Julie Christensen Community and Culture Low Closed TTR Missed INC000000187269 Lynette Lloyd None None None None TIR Missed INC000000187578 Leah Garrett Application Password Novell Messenger TIR Missed INC000000187578 Leah Garrett Application Password None None TIR Missed INC000000187781 Sherman Roquiero None None None None None TIR Missed Operations Production Control Christie Burnham Community and Culture Low Closed TTR Missed INC000000187864 Clayton Fulton Application None BlackBerry TIR Missed Capitol Desktop Support Danielle Hood Community and Culture Low Closed TTR Missed INC000000187935 Cheryl Brown None None None None None None TIR Missed INC000000187942 Glenna Matekel None None None None None TIR Missed INC000000187942 Glenna Matekel None None None None None TIR Missed INC000000187942 Glenna Matekel None None None None None TIR Missed INC000000187942 Glenna Matekel None None None None TIR Missed INC000000187942 Glenna Matekel None None None None TIR Missed INC000000187942 Glenna Matekel None None None None TIR Missed INC000000187942 Glenna Matekel None None None None TIR Missed INC000000187942 Glenna Matekel None None None None TIR Missed INC000000187942 Glenna Matekel None None None None TIR Missed INC000000187942 Glenna Matekel None None None None TIR Missed INC000000187942 Glenna Matekel None None None None TIR Missed INC000000187942 Glenna Matekel None None None None TIR Missed INC000000187942 Glenna Matekel None None None None TIR Missed INC000000187942 Glenna Matekel None None None None TIR Missed INC000000187942 Glenna Matekel None None None None TIR Missed INC000000187942 Glenna Matekel None None None None Closed TTR Missed INC000000187942 Glenna Matekel None None None None None None TIR Missed INC000000187942 Glenna Matekel None None None None None None None None		TTR: 0.00
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Rural South Desktop Support Julie Christensen Community and Culture Low Closed TTR Missed Metro B Desktop Support Gary Graham Community and Culture Low Closed TTR Missed Metro B Help Desk Janet Hongsyvilay Community and Culture Low Closed TTR Missed Operations Production Control Christie Burnham Community and Culture Low Closed TTR Missed None None None None None TIR Missed Operations Production Control Christie Burnham Community and Culture Low Closed TTR Missed None None None None None TIR Missed Operations Production Control Christie Burnham Community and Culture Low Closed TTR Missed None None None None TIR Missed Operations Production Control Christie Burnham Community and Culture Low Closed TTR Missed None None None TIR Missed Operations Support Danielle Hood Community and Culture Low Closed TTR Missed None None None TIR Missed None None None None TIR Missed Operations Production None None None TIR Missed None None TIR Missed None None None TIR Missed None None None TIR Missed None None TIR Missed None None None None TIR Missed None None None None TIR Missed None None None None None None None None	ed: No TT	TTR: 0.00
INC000000187269 Lynette Lloyd None None None None TIR Missed Metro B Desktop Support Gary Graham Community and Culture Low Closed TTR Missed Metro B Help Desk Janet Hongsyvilay Community and Culture Low Closed TTR Missed None None None None None None None TIR Missed Operations Production Control Christie Burnham Community and Culture Low Closed TTR Missed None None None None BlackBerry TIR Missed None None None None TIR Missed None None None None None None None TIR Missed None None None None None None None None	d: No TI	TIR: 0.00
Metro B Desktop Support Gary Graham Community and Culture Low Closed TTR Missed Metro B Help Desk Janet Hongsyvilay Community and Culture Low Closed TTR Missed Operations Production Control Christie Burnham Community and Culture Low Closed TTR Missed Operations Production Control Christie Burnham Community and Culture Low Closed TTR Missed Operation Support Danielle Hood Community and Culture Low Closed TTR Missed Operation Desktop Support Danielle Hood Community and Culture Low Closed TTR Missed Operation Desktop Support Danielle Hood Community and Culture Low Closed TTR Missed Operation Desktop Support Danielle Hood Community and Culture Low Closed TTR Missed Operation Desktop Support Danielle Hood Community and Culture Low Closed TTR Missed Operation Desktop Support None None None TIR Missed Operation Desktop Support Danielle Hood Community and Culture Low Closed TTR Missed Operation Desktop Support None None TIR Missed Operation Desktop Support Support None None TIR Missed Operation Desktop Support Support Support None None TIR Missed Operation Desktop Support Suppo	ed: No TT	TTR: 0.00
INC000000187578 Leah Garrett Application Password Novell Messenger TIR Missed Operations Production Control Christie Burnham Community and Culture Low Closed TTR Missed Operations Production Control Christie Burnham Community and Culture Low Closed TTR Missed INC000000187864 Clayton Fulton Application None BlackBerry TIR Missed Capitol Desktop Support Danielle Hood Community and Culture Low Closed TTR Missed INC000000187935 Cheryl Brown None None None None TIR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed INC000000187942 Glenna Matekel None None None None TIR Missed TIR Missed INC000000187942 Glenna Matekel None None None None TIR Missed TIR Missed INC000000187942 Glenna Matekel None None None TIR Missed TIR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TIR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TIR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TIR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TIR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TTR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TTR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TTR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TTR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TTR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TTR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed	d: No TI	TIR: 0.00
Metro B Help Desk Janet Hongsyvilay Community and Culture Low Closed TTR Missed INC000000187781 Sherman Roquiero None None None None TIR Missed Operations Production Control Christie Burnham Community and Culture Low Closed TTR Missed INC000000187864 Clayton Fulton Application None BlackBerry TIR Missed Capitol Desktop Support Danielle Hood Community and Culture Low Closed TTR Missed INC000000187935 Cheryl Brown None None None None TIR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed INC000000187942 Glenna Matekel None None None None TIR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed None None TIR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TTR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TTR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TTR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TTR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TTR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TTR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TTR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TTR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed T	ed: No TT	TTR: 0.00
INC000000187781 Sherman Roquiero None None None None TIR Missed Operations Production Control Christie Burnham Community and Culture Low Closed TTR Missed INC000000187864 Clayton Fulton Application None BlackBerry TIR Missed Capitol Desktop Support Danielle Hood Community and Culture Low Closed TTR Missed INC000000187935 Cheryl Brown None None None None TIR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed INC000000187942 Glenna Matekel None None None None TIR Missed INC000000187942 Glenna Matekel None None None Closed TTR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TTR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TTR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TTR Missed TTR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TTR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TTR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TTR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TTR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TTR Missed TTR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TTR M	d: No TI	TIR: 0.52
Operations Production Control Christie Burnham Community and Culture Low Closed TTR Missed INC000000187864 Clayton Fulton Application None BlackBerry TIR Missed Capitol Desktop Support Danielle Hood Community and Culture Low Closed TTR Missed INC000000187935 Cheryl Brown None None None None TIR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed INC000000187942 Glenna Matekel None None None TIR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed INC000000187942 Glenna Matekel None None None TIR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TTR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TTR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TTR Missed TTR Missed TTR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TTR Missed TTR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TTR Missed TTR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TTR Missed TTR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TTR Missed TTR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TTR Misse		TTR: 0.52
INC000000187864 Clayton Fulton Application None BlackBerry TIR Missed Capitol Desktop Support Danielle Hood Community and Culture Low Closed TTR Missed INC000000187935 Cheryl Brown None None None TIR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed INC000000187942 Glenna Matekel None None None TIR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed None None TIR Missed None None TIR Missed None None TIR Missed None Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed None None TIR Missed None None None None None None None None	d: No TI	TIR: 0.00
Capitol Desktop Support Danielle Hood Community and Culture Low Closed TTR Missed INC000000187935 Cheryl Brown None None None None TIR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed INC000000187942 Glenna Matekel None None None TIR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed TR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed Metro B Help Desk Ron LeBaron Ron LeBaron Ron Community and Culture Low Ron Closed TTR Missed Ron LeBaron Ron LeBaron Ron Ron Ron Ron Ron Ron Ron Ron Ron R	ed: No TT	TTR: 0.00
INC000000187935Cheryl BrownNoneNoneNoneTIR MissedMetro B Help DeskRon LeBaronCommunity and CultureLowClosedTTR MissedINC000000187942Glenna MatekelNoneNoneNoneTIR MissedMetro B Help DeskRon LeBaronCommunity and CultureLowClosedTTR Missed	d: No TI	TIR: 0.31
Metro B Help DeskRon LeBaronCommunity and CultureLowClosedTTR MissedINC000000187942Glenna MatekelNoneNoneNoneTIR MissedMetro B Help DeskRon LeBaronCommunity and CultureLowClosedTTR Missed	ed: No TT	TTR: 0.31
INC000000187942 Glenna Matekel None None None None TIR Missed Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Missed	d: No TI	TIR: 0.10
Metro B Help Desk Ron LeBaron Community and Culture Low Closed TTR Misser	ed: No TT	TTR: 0.10
	d: No TI	TIR: 0.00
INCO00000197094 L L C (I A II II A II II A II II A III	ed: No TT	TTR: 0.00
INC000000187981 Leah Garrett Application None Novell GroupWise TIR Missed	d: No TI	TIR: 2.95
Metro B Desktop Support Matthew Blunk Community and Culture Low Closed TTR Missed	ed: No TT	TTR: 2.95
INC000000188292 Leah Garrett Telecom Voice Mail None TIR Missed	d: No TI	TIR: 2.21
Voice Operations Annette Nielsen Community and Culture Low Closed TTR Missed	ed: No TT	TTR: 2.21
INC000000188294 Jim Ericksen None None None TIR Missed	d: No TI	TIR: 0.00
Rural South Desktop Support	ed: No TT	TTR: 0.00
INC00000188392 Jean Irwin PC/Lanton Performance None TIR Missed	d: No TI	TIR: 0.20
INC000000188392 Jean Irwin PC/Laptop Performance None TIR Missed		TTR: 0.20

INC000000188405	Jean Irwin	Application	Error		Adobe Photoshop		TIR Missed: No	TIR:	20.47
Metro B Desktor		Cindy Reed	Community and Culture	Low	, .u	Closed	TTR Missed: Yes	TTR:	20.47
INC000000188693	Sharon Chalmers		None		None		TIR Missed: No	TIR:	2.72
Metro B Desktop	Support	Michael Barth	Community and Culture	Low		Closed	TTR Missed: No	TTR:	2.72
INC000000189263	Jean Irwin	None	None		None		TIR Missed: No	TIR:	12.12
Metro B Desktop	Support	Cindy Reed	Community and Culture	Low		Closed	TTR Missed: Yes	TTR:	12.12
INC000000189495	April DeGroff	PC/Laptop	Error		None		TIR Missed: No	TIR:	6.01
Rural South Des	sktop Support	Ed Conrad	Community and Culture	Low		Closed	TTR Missed: Yes	TTR:	6.01
INC00000189563	Janice Reed-Can	npbell Network	Incident		None		TIR Missed: No	TIR:	0.00
Metro B Help De	esk	Val Shepherd	Community and Culture	Low		Closed	TTR Missed: No	TTR:	0.00
INC00000189636	Cheryl Mansen	PC/Laptop	Hardware		None		TIR Missed: No	TIR:	1.57
Metro B Desktor	Support	Michael Barth	Community and Culture	Low		Closed	TTR Missed: No	TTR:	1.57
INC000000189642	Cheryl Brown	Application	Error		Internet Explorer		TIR Missed: No	TIR:	0.12
Metro B Help De	esk	Ron LeBaron	Community and Culture	Low		Closed	TTR Missed: No	TTR:	0.12
INC00000189695	Scott Brooks	None	None		None		TIR Missed: No	TIR:	1.11
Metro B Desktor	Support	Michael Barth	Community and Culture	Low		Closed	TTR Missed: No	TTR:	1.11
INC00000189701	Laura Garcia	PC/Laptop	Hardware		None		TIR Missed: No	TIR:	0.76
Metro A Desktor	Support	Burton Brown	Community and Culture	Low		Closed	TTR Missed: No	TTR:	0.76
INC00000189994	April DeGroff	PC/Laptop	Error		None		TIR Missed: No	TIR:	0.65
Rural South Des	sktop Support	Ed Conrad	Community and Culture	Low		Closed	TTR Missed: No	TTR:	0.65
INC000000190110	Michael X Hanse	n Application	Error		None		TIR Missed: No	TIR:	0.03
Metro A Desktor	Support	Burton Brown	Community and Culture	Medium		Closed	TTR Missed: No	TTR:	0.03
INC00000190620	Lani Nisbet	Application	Error		Novell GroupWise		TIR Missed: No	TIR:	0.04
Metro A Desktor	Support	Burton Brown	Community and Culture	Low		Closed	TTR Missed: No	TTR:	0.04
INC00000190832	Lisa F Nelson	None	None		None		TIR Missed: No	TIR:	0.73
Metro B Desktor	Support	Michael Barth	Community and Culture	Low		Closed	TTR Missed: No	TTR:	0.73
INC00000190865	Jinnie Edgar	Telecom	None		None		TIR Missed: No	TIR:	0.00
Help Desk		Dan Barrett	Community and Culture	Low		Closed	TTR Missed: No	TTR:	0.00
INC00000190868	Yvette Rhodes	Telecom	Feature		Telephone		TIR Missed: No	TIR:	0.63
Voice Operation	S	Kelly Johnson	Community and Culture	Low		Closed	TTR Missed: No	TTR:	0.63
INC00000190884	Jinnie Edgar	Application	Reporting		None		TIR Missed: No	TIR:	0.00
Help Desk		Vicky Marrelli	Community and Culture	Low		Closed	TTR Missed: No	TTR:	0.00
INC00000190933	Ronald Van Harte	en Print/Copy/Scan/Fax	Error Code		None		TIR Missed: No	TIR:	2.82
Metro B Desktor	Support	Michael Barth	Community and Culture	Low		Closed	TTR Missed: No	TTR:	2.82
INC000000191165	Diana Miller	Print/Copy/Scan/Fax	Incident		None		TIR Missed: No	TIR:	0.00
Metro B Desktor	Support	Michael Barth	Community and Culture	Low		Closed	TTR Missed: No	TTR:	0.00

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INC000000191233	April DeGroff	PC/Laptop	Virus		Microsoft Windows XP Professi	TIR Missed: No	TIR:	6.56
Rural South Des	sktop Support	Ed Conrad	Community and Culture	Low	Resolved	TTR Missed: Yes	TTR:	6.56
INC000000191259	Donna Morris	Mobile Devices	None		BlackBerry	TIR Missed: No	TIR:	0.00
Help Desk		Dan Barrett	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000191375	Susan Hayward	PC/Laptop	Hardware		None	TIR Missed: No	TIR:	0.13
Metro A Deskto	p Support	Mike Wilde	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.13
INC000000191414	Susan Hayward	Application	None		Novell GroupWise	TIR Missed: No	TIR:	0.20
Metro B Help De	esk	Janet Hongsyvilay	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.20
INC000000191450	Jill Mecham	Application	Reporting		Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro B Help De	esk	Val Shepherd	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000191622	Ruthanne Hanser	n None	None		None	TIR Missed: No	TIR:	2.65
Metro B Deskto	p Support	Michael Barth	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	2.65
INC000000191672	Diana Franca	Application	Error		Internet Explorer	TIR Missed: No	TIR:	0.20
Enterprise Secu	ırity	Bart Grant	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.20
INC000000191745	Brenda Brown	Application	Password		Novell GroupWise	TIR Missed: No	TIR:	0.03
Metro B Help Do	esk	Janet Hongsyvilay	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000192215	Roxanne Graham	n PC/Laptop	Virus		Symantec AntiVirus	TIR Missed: No	TIR:	0.00
Metro A Deskto	p Support	Mike Wilde	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000192368	Jean Irwin	Application	None		Microsoft Excel	TIR Missed: No	TIR:	0.06
Metro B Help Do	esk	Janet Hongsyvilay	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.06
INC000000192429	Kathy Kirtz	None	None		None	TIR Missed: No	TIR:	6.92
Application Serv	vices	Eva Cornish	Community and Culture	Low	Resolved	TTR Missed: Yes	TTR:	6.92
INC000000192773	Sara Wever	PC/Laptop	Error		None	TIR Missed: No	TIR:	0.00
Metro B Help Do	esk	Val Shepherd	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000192875	Lani Nisbet	PC/Laptop	Hardware		Microsoft Windows XP Professi	TIR Missed: No	TIR:	0.03
Metro A Deskto	p Support	Burton Brown	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000193253	Kathy Kirtz	Application	None		BlackBerry Configuration	TIR Missed: No	TIR:	_ 1.77
Capitol Desktop	•	Sarah Johnson	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	1.77
INC00000193384	Kimbal Hale	Application	Error		Novell GroupWise	TIR Missed: No	TIR:	0.07
Metro A Deskto	p Support	Burton Brown	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.07
INC00000193392	Jim Ericksen	PC/Laptop	Performance		None	TIR Missed: No	TIR:	0.00
Rural South Des	sktop Support	Jeremy Standifird	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000193394	Jim Ericksen	PC/Laptop	Performance		None	TIR Missed: No	TIR:	0.00
Rural South Des		Jeremy Standifird	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000193446	Kathy Kirtz	Application	None		Novell GroupWise	TIR Missed: No	TIR:	0.05
Metro B Help De	•	Ron LeBaron	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.05
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INC000000193724	Linda Roholt	None	None		None		TIR Missed: No	TIR:	0.40
Metro B Help De		Sandy Kaszowski	Community and Culture	Low		Resolved	TTR Missed: No	TTR:	0.40
INC000000193822	Leah Garrett	Network	None		None		TIR Missed: No	TIR:	11.47
Metro B Deskto	p Support	Cindy Reed	Community and Culture	Low		Resolved	TTR Missed: Yes	TTR:	11.47
INC000000193867	Sharon Chalmers	s None	None		None		TIR Missed: No	TIR:	3.13
Metro B Deskto	p Support	Sean Chadbourne	Community and Culture	Low		Resolved	TTR Missed: No	TTR:	3.13
INC000000194162	Cheryl Mansen	PC/Laptop	Hardware		None		TIR Missed: No	TIR:	0.10
Metro B Help De	esk	Janet Hongsyvilay	Community and Culture	Low		Resolved	TTR Missed: No	TTR:	0.10
INC000000194224	Candace Powers	s Network	Incident		None		TIR Missed: No	TIR:	0.06
Metro A Deskto	p Support	Burton Brown	Community and Culture	Low		Resolved	TTR Missed: No	TTR:	0.06
INC000000194285	Kimbal Hale	Application	Password		Utah Master Dire	ectory	TIR Missed: No	TIR:	0.38
Help Desk		Vicky Marrelli	Community and Culture	Low		Resolved	TTR Missed: No	TTR:	0.38
INC000000194359	Julie Tuimauga	Application	None		None		TIR Missed: No	TIR:	 0.81
Application Sup	port	Michael Brown	Community and Culture	Low		Resolved	TTR Missed: No	TTR:	0.81
INC000000194486	Julie Tuimauga	None	None		None		TIR Missed: No	TIR:	1.07
Metro A Deskto	p Support	Burton Brown	Community and Culture	Low		Resolved	TTR Missed: No	TTR:	1.07
INC000000194561	Amanda Rock	None	None		None		TIR Missed: No	TIR:	0.10
Metro B Help De	esk	Ron LeBaron	Community and Culture	Low		Resolved	TTR Missed: No	TTR:	0.10
INC000000194628	Kimbal Hale	Application	Error		Novell GroupWis	se	TIR Missed: No	TIR:	0.07
Metro A Deskto	p Support	Burton Brown	Community and Culture	Medium	•	Resolved	TTR Missed: No	TTR:	0.07
INC000000194702	Michael Brown	Server	None		None		TIR Missed: No	TIR:	0.18
Metro B Hosting	1	Cordell Measells	Community and Culture	Medium		Resolved	TTR Missed: No	TTR:	0.18
INC000000195193	Cory Jensen	PC/Laptop	Hardware		None		TIR Missed: No	TIR:	0.04
Metro B Help De	•	Ron LeBaron	Community and Culture	Low		Resolved	TTR Missed: No	TTR:	0.04
INC000000195536	Linda Oda	PC/Laptop	Error		None		TIR Missed: No	TIR:	0.33
Metro A Deskto	p Support	Burton Brown	Community and Culture	Low		Resolved	TTR Missed: No	TTR:	0.33
INC000000195660	Kimbal Hale	Application	Error		Mozilla Firefox		TIR Missed: No	TIR:	0.04
Metro A Deskto	p Support	Burton Brown	Community and Culture	Medium		Resolved	TTR Missed: No	TTR:	0.04
INC000000195662	Man Diep	Application	Error		Mozilla Firefox		TIR Missed: No	TIR:	0.02
Metro A Deskto	•	Burton Brown	Community and Culture	Medium		Resolved	TTR Missed: No	TTR:	0.02
INC00000196225	Jean Irwin	Application	Error		None		TIR Missed: No	TIR:	8.70
Metro B Deskto		Cindy Reed	Community and Culture	Low		Resolved	TTR Missed: Yes	TTR:	8.70
INC000000196457	Jen Parsons-Sor	-	None		None		TIR Missed: No	TIR:	0.06
Metro B Hosting		Paul Engberson	Community and Culture	Medium	. 10110	Resolved	TTR Missed: No	TTR:	0.06
INC000000196468	Sharon Chalmers		Hardware		None		TIR Missed: No	TIR:	— 0.00 0.44
Metro B Deskto		Jed Johnson	Community and Culture	Low	110110	Resolved	TTR Missed: No	TTR:	0.44
MICTIO D DESKTO	р Сарроп	oca oomioon	Community and Culture	LOW		NUSUIVUU	TTT WIISSCU. INO	1113.	U. 11

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INC000000196759	Silvia Castro	None	None		None		TIR Missed: No	TIR:	0.18
Capitol Desktop	Support	Sarah Johnson	Community and Culture	Low		Resolved	TTR Missed: No	TTR:	0.18
INC000000196817	George Schoema	aker None	None		None		TIR Missed: No	TIR:	4.88
Metro B Help D	esk	Ron LeBaron	Community and Culture	Low		Resolved	TTR Missed: No	TTR:	4.88
INC000000196887	Sharon Chalmers	PC/Laptop	Error		None		TIR Missed: No	TIR:	0.00
Metro B Deskto	p Support	Dolly Price	Community and Culture	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000197036	Doug Misner	None	None		None		TIR Missed: No	TIR:	0.22
Help Desk		James Stearns	Community and Culture	Low		Resolved	TTR Missed: No	TTR:	0.22
INC000000197090	George Schoema	aker Application	None		None		TIR Missed: No	TIR:	10.99
Metro B Deskto	p Support	Cindy Reed	Community and Culture	Low		Resolved	TTR Missed: Yes	TTR:	10.99
INC000000197096	Jean Irwin	Mobile Devices	Error		BlackBerry Config	uration	TIR Missed: No	TIR:	0.06
Capitol Desktop	Support	Danielle Hood	Community and Culture	Low		Resolved	TTR Missed: No	TTR:	0.06
INC000000197106	Kathy Kirtz	Mainframe	Password		BlueZone		TIR Missed: No	TIR:	0.41
Enterprise Secu	urity	Bart Grant	Community and Culture	Low		Resolved	TTR Missed: No	TTR:	0.41
INC000000197318	Doug Misner	Telecom	Call/Receive		None		TIR Missed: No	TIR:	0.29
Voice Operation	ns	Annette Nielsen	Community and Culture	Low		Resolved	TTR Missed: No	TTR:	0.29
INC000000197448	Fotu Katoa	PC/Laptop	Hardware		None		TIR Missed: No	TIR:	0.53
Metro A Deskto	p Support	Burton Brown	Community and Culture	Low		Resolved	TTR Missed: No	TTR:	0.53
INC000000197759	Leah Garrett	Print/Copy/Scan/Fax	c Incident		None		TIR Missed: No	TIR:	2.61
Metro B Deskto	p Support	Cindy Reed	Community and Culture	Low		Resolved	TTR Missed: No	TTR:	2.61
INC000000197812	Melinda Simpson	Application	None		Novell GroupWise	!	TIR Missed: No	TIR:	0.04
Metro B Help D	esk	Janet Hongsyvilay	Community and Culture	Low		Resolved	TTR Missed: No	TTR:	0.04